

# Austin Energy

## Low Income Customer Assistance Programs

Regional Affordability Committee  
January 23, 2019



# How Did We Reach Low Income Customers in FY18?



- 809 low income homes weatherized

278 S.M.A.R.T. Units



- 15,000 homes received efficiency lighting

**Percentage of Residential Rebates by Segment (\$7.9 Million)**



- Residential WX & School Based Ed
- Multifamily
- Point of sale
- Other residential



- Over 1,500 affordable apartments weatherized with 30,000 LEDs and 4,600 water savings devices

295,500 rebates  
at 61 retail  
locations



# Austin Energy Low Income Assistance



Customer Discounts



Outreach



Single & Multifamily  
Weatherization



# Customer Discounts



## Customer Eligibility

- Medicaid Program
- Supplemental Nutrition Assistance Program
- Children's Health Insurance Telephone Lifeline
- Travis County Comprehensive Energy Assistance Program
- Medical Access Program
- Supplemental Security Income
- Veterans Affairs Supportive Housing



## Community Partners

60 Partner Agencies

Discount Steering Committee

Community Advocacy Groups

Participating Utilities



## Customer Benefits

### COA & Community Funded

\$15M - Discount Program

\$2.1M - Plus 1 Emergency Fund

\$1M - CAP Weatherization

\$1M - Arrearage Management

### Additional CAP Benefits

- Case Management
- Medically Vulnerable Registry
- Education & Outreach



*Annual numbers represent FY2018*

# Weatherization Outreach

- Direct Install Events
- In-store discounts
- School education and kits
- Program brochures and posters
- Austin Utilities Now
- Food pantry events
- Churches
- Outbound calls & letters to qualifying CAP customers
- Outreach to MF properties on Tenant's Council List, ECAD
- Print, Digital and Bus Placards





Does your home qualify for  
**NO-COST HOME ENERGY  
IMPROVEMENTS?**

Austin Energy helps income-eligible homeowners and renters save energy and improve indoor comfort with no-cost weatherization assistance.

Improvements may include:

- Attic insulation
- Weatherstripping and air sealing
- Minor duct repair/replacement
- Solar screens
- High-efficiency lighting



Attic Insulation  
Aislamiento del ático

Solar Screens  
Pantallas solares

Air Sealing and Weatherstripping  
Sellado del aire e instalación de burletes

Find out if you qualify at  
[austinenenergy.com/go/weatherize](http://austinenenergy.com/go/weatherize) or call 512-482-5346



Customer Driven.  
Community Focused.™



¿Califica su casa para  
**MEJORAS DE ENERGÍA  
A NINGÚN COSTO?**

Austin Energy ayuda a los propietarios y renteros de bajos recursos que califiquen a ahorrar energía y mejorar la comodidad dentro de sus hogares con asistencia de climatización a ningún costo.

Las mejoras pueden incluir:

- Aislamiento del ático
- Sellado del aire e instalación de burletes
- Cambio o reparaciones menores de conductos
- Pantallas solares
- Bombillos de alta eficiencia

Averigüe si califica en  
[austinenenergy.com/go/weatherize](http://austinenenergy.com/go/weatherize) o llame al 512-482-5346



© 2018 Austin Energy, a Division of Austin Energy Services, Inc. All rights reserved. Austin Energy is a member of the AES family.

# Weatherization Partners

- Austin Water
- Texas Gas
- Health and Human Services
- Public Health
- Partner Agencies
- Advocacy Groups
- Texas Energy Poverty Research Institute
- Neighborhood Housing and Community Development (cross referrals)
- Housing Repair Coalition
- BASTA AUSTIN
- Housing Authority of the City of Austin
- Austin Tenants' Council



FY19 Combined  
budget: \$2.3  
million annual  
budget

# Single Family Weatherization

## Current Requirements:

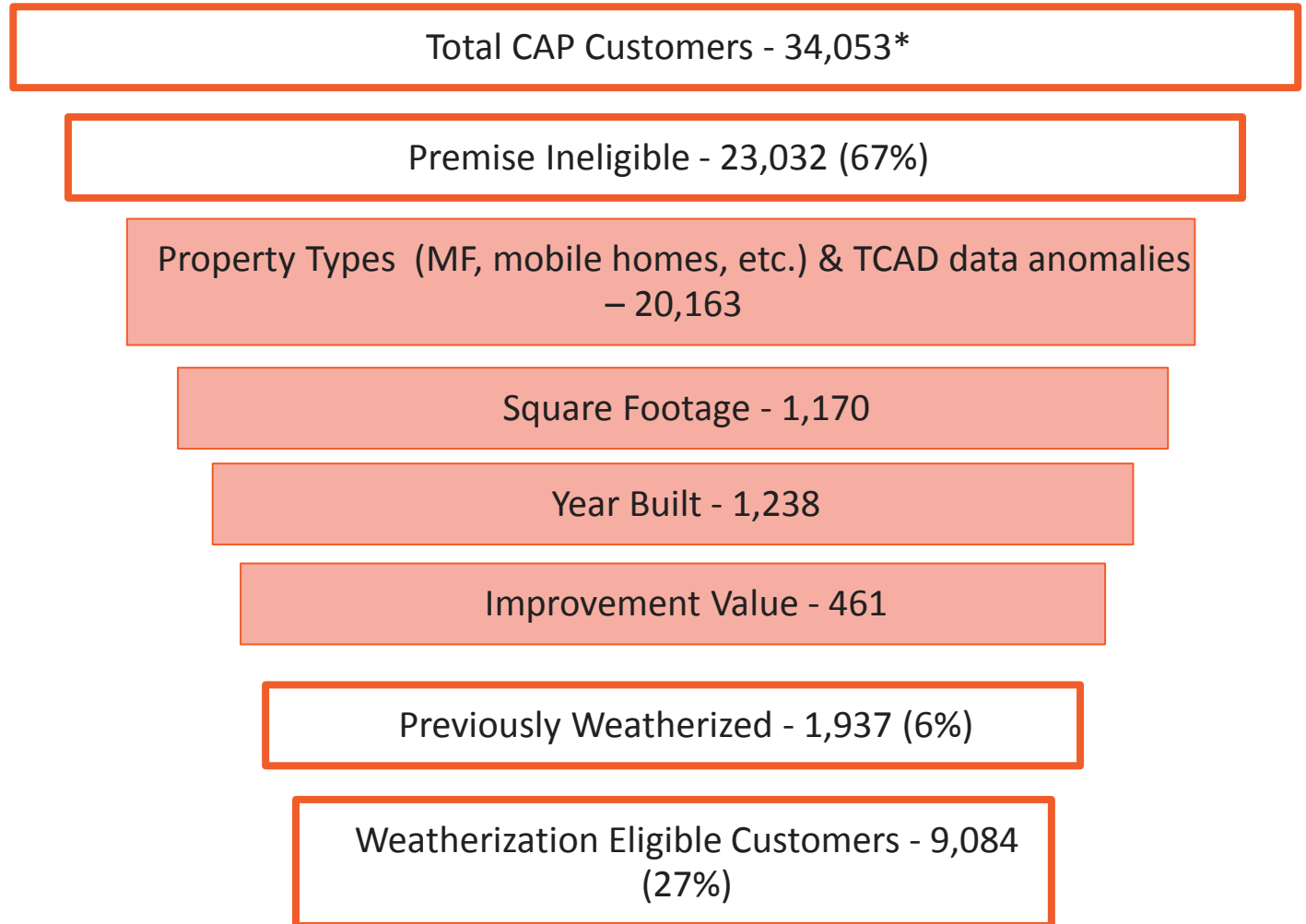
- Discount Participant or Under 200% federal poverty level
- Square Footage: Under 2,000 SF
- Improvement Value: Under \$250,000
- Property Type: Residential Property (excluding Mobile Homes)
- Property has not been weatherized in past 10 years

## Future:

- Enable NHCD access to AE tracking system
- Increase SF requirement
- Increase Improvement value
- Include mobile homes



TCAD: Travis County Assessor District



\* Program also includes non-CAP low income customers

# Multifamily Program

Measures include: duct seal, insulation, solar screens, lighting

## Future:

- Consolidating eligibility sources (Texas Energy Poverty Research Institute and HACA)
- RFP for property owner/manager outreach, contractor recruitment, tenant education, quality assurance, success metrics

	Standard Rebate Program	Low Income Proof of Concept Program
Eligibility	> 4 units or contiguous 2 to 4 units	Defined as low income in the Austin Tenant's Council Guide to Affordable Housing
Rebate	Up to 80% of installed costs	Up to 100% of installed costs
FY19 Budget	\$525,000	\$675,000

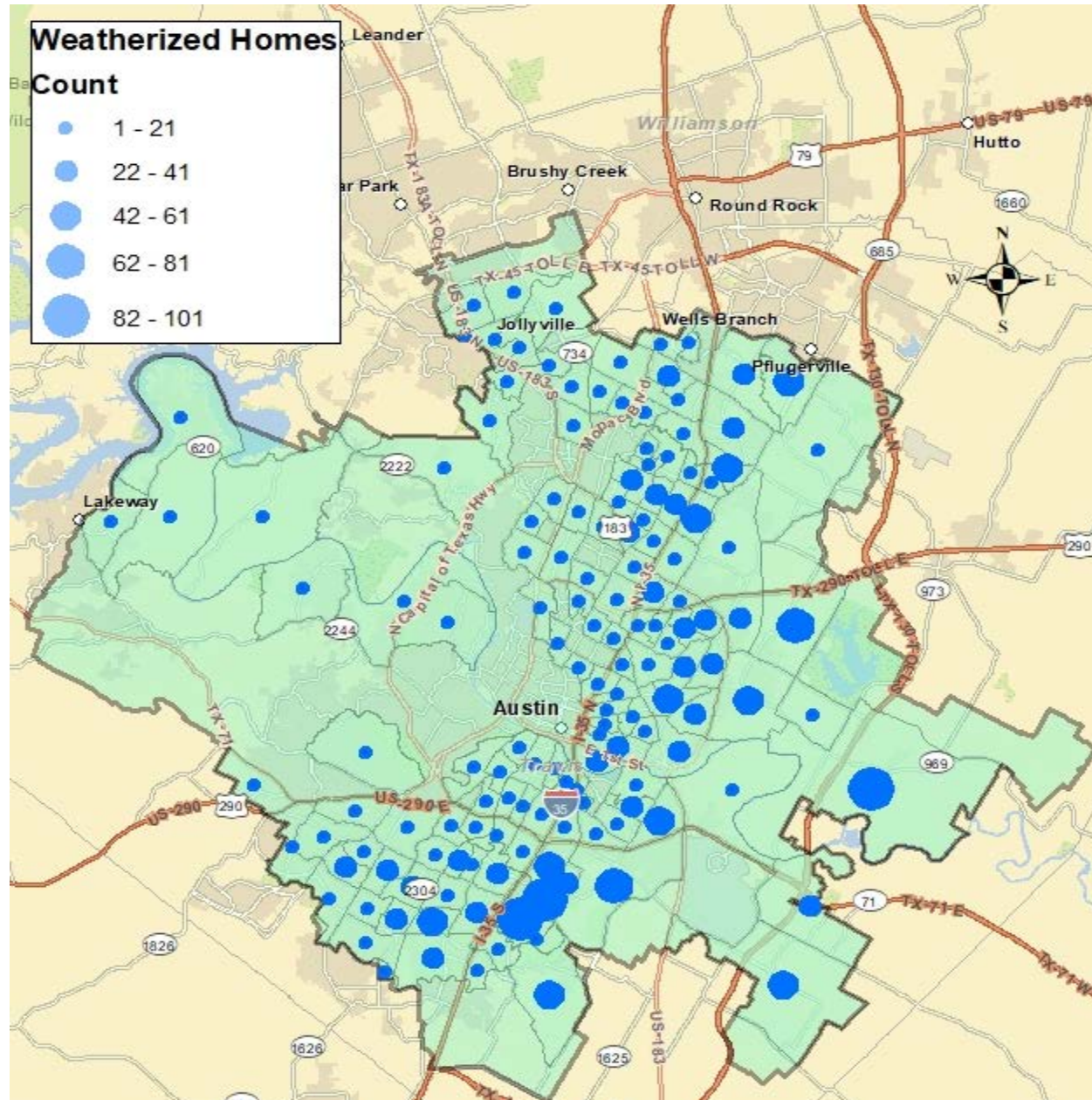
- ✓ Must be Energy Conservation Audit & Disclosure Compliant
- ✓ NOT on the Repeat Offenders List for Code Violations

ACEEE & 2017 Public Utilities Fortnightly Awards

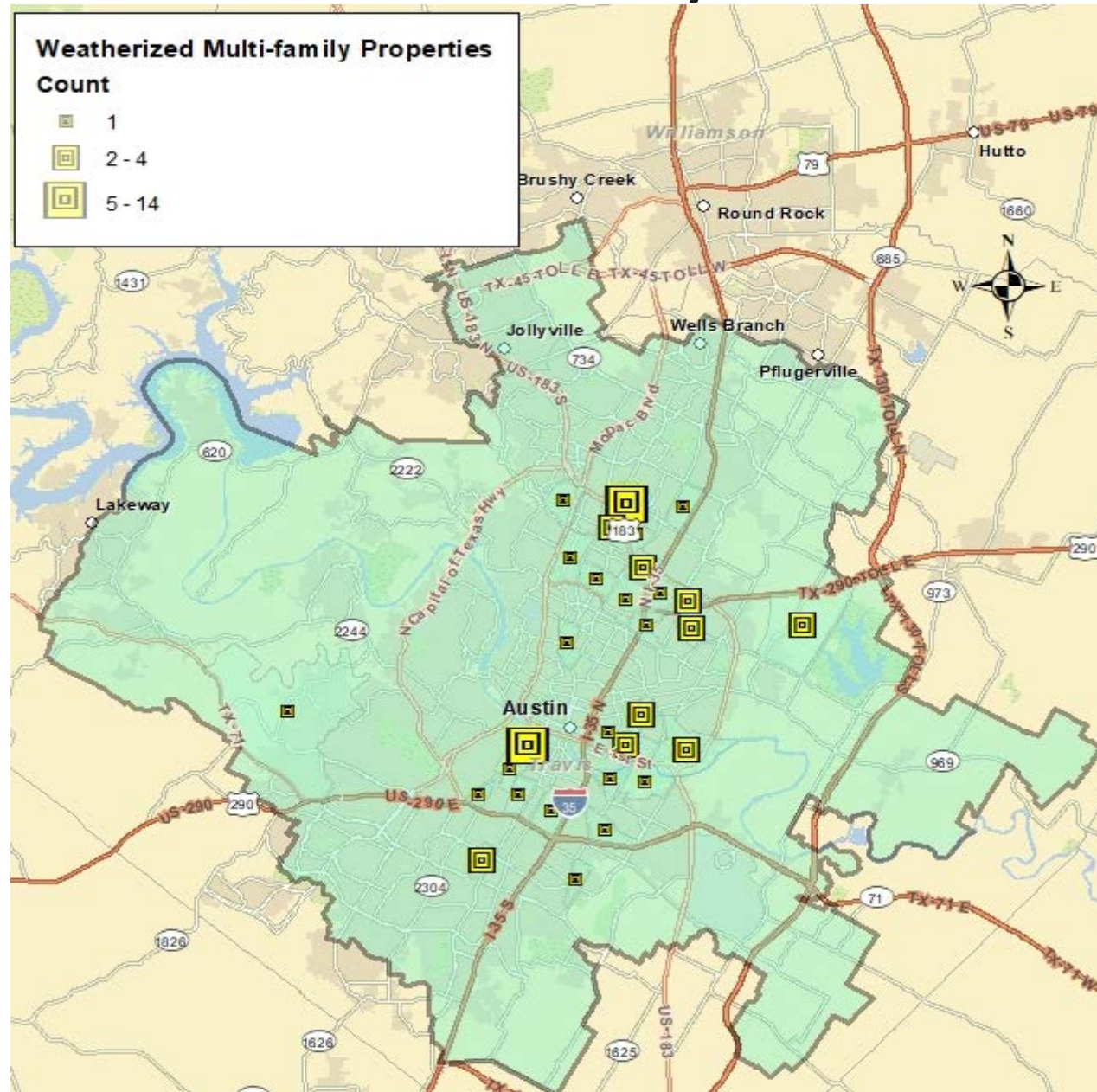




# Low Income Weatherization

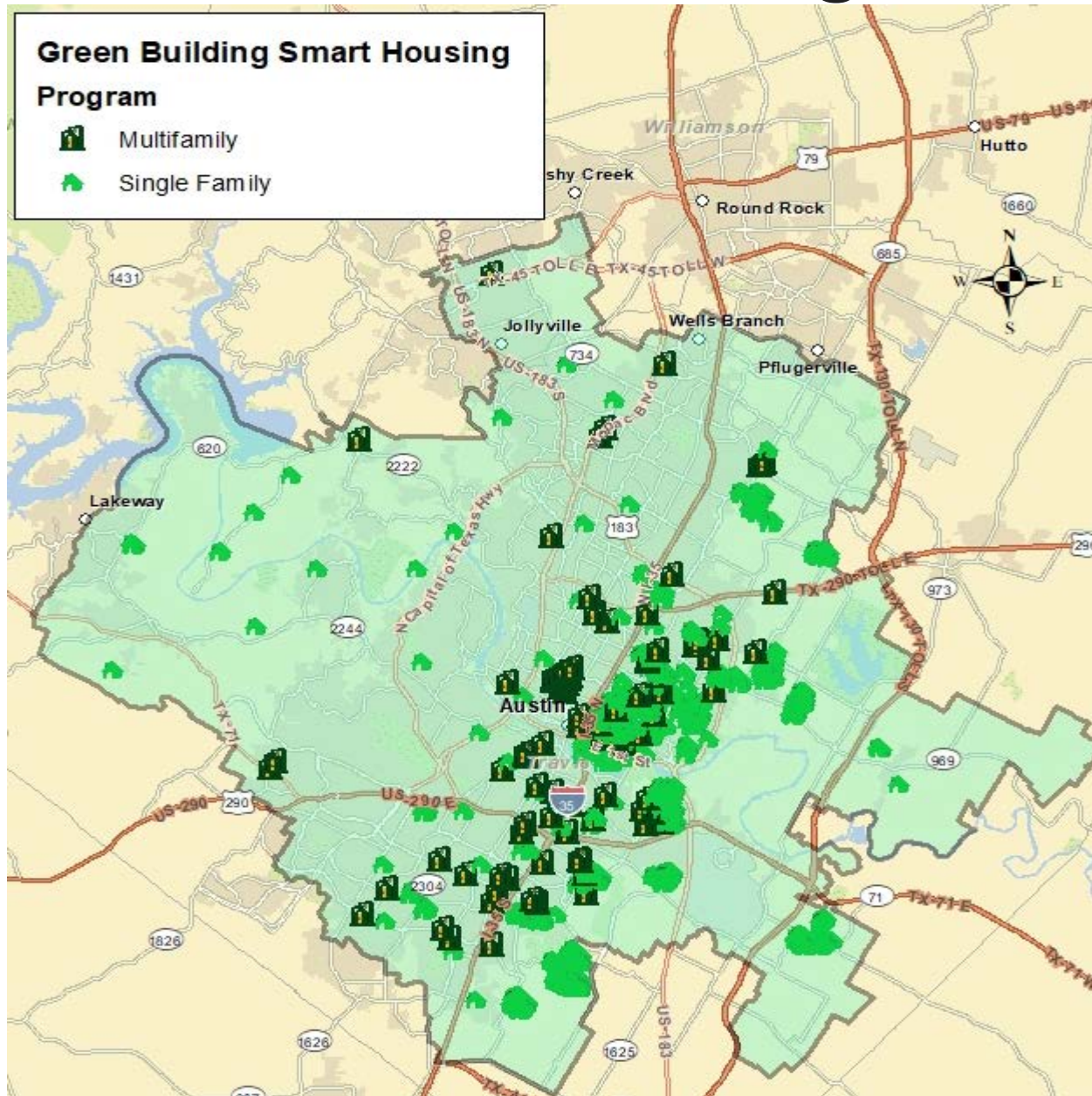


# Low Income Multifamily Weatherization

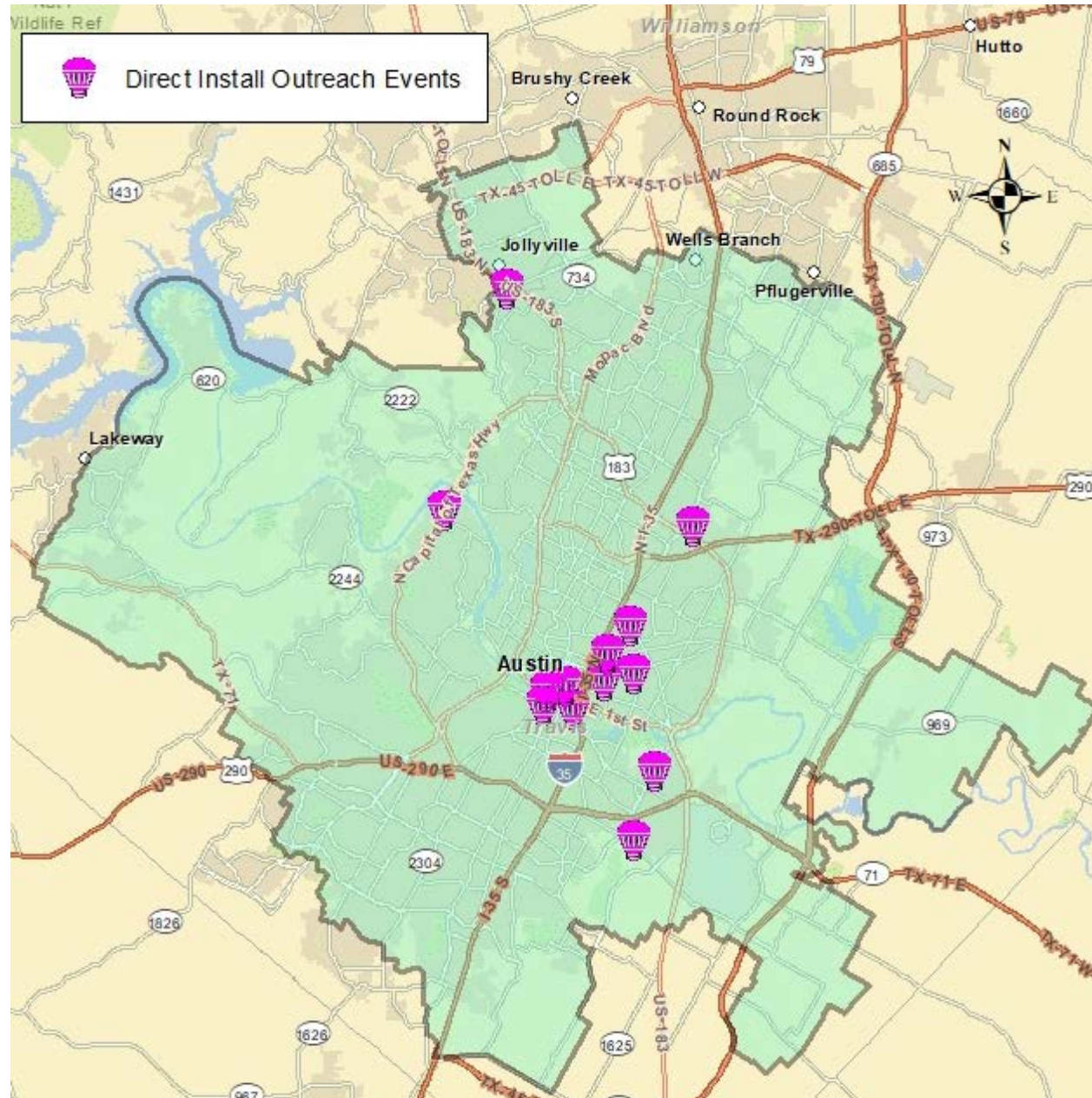




# SMART Housing

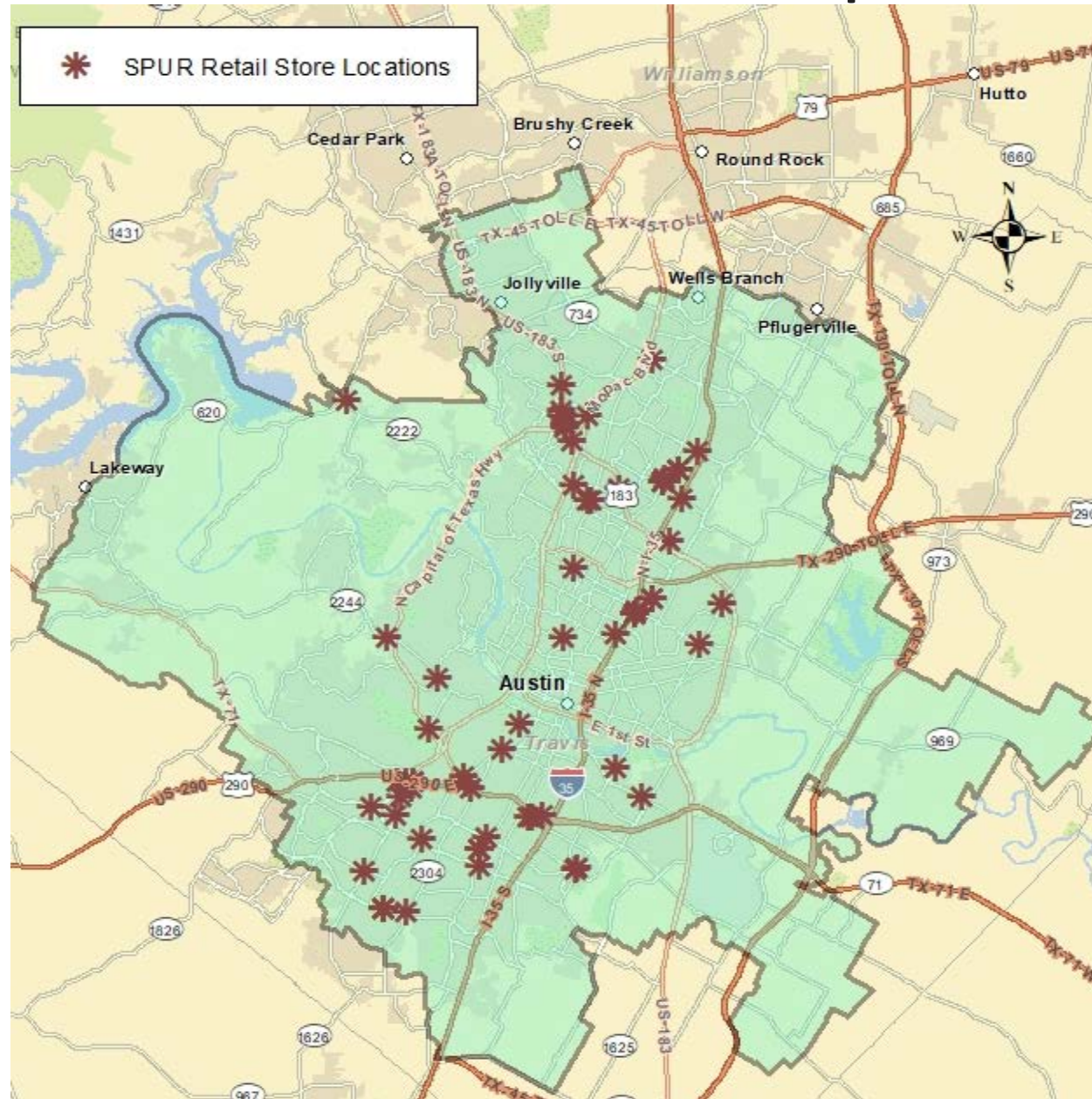


# Outreach Events





# Retail Partnerships



SPUR: Strategic Partnership of Utilities and Retailers



# Summary

- Industry leading discount and weatherization programs
  - Over 18,800 homes weatherized since 1980
  - Over 96,000 apartment units (low and moderate income) weatherized since 1986
  - 7,200 Austin Energy Green Building S.M.A.R.T. housing units
- Supplement with direct installation, retail discounts, school based education, outreach events
- Recent addition of low income solar programs
  - 220 low income discount community solar customers
  - Shared solar pilot for 3 low income multifamily affordable housing properties (177 customers)
- Many community and utility partners
- Future program enhancements and partnerships
- Monthly and quarterly reports:  
<https://austinenergy.com/ae/about/reports-and-data-library/customer-energy-solutions-program-updates>

